

ADULT PROBATION

Administrative Services

⇒ **Departmental Goal:** To improve customer satisfaction with the quality of services provided by the Adult Probation Department.

County-wide Goal: *Customer Satisfaction*

1156

► **Objective:** By end of 2018, increase the quality of services to our customers by 5%.

→ **Measure:** Percentage of probationers rating overall probation services received as good or excellent.

▷ **Strategy:**

7156

Employees will continue to improve upon the services offered to customers by 6/30/2018.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
91%	88%	89%	90%	92%

County-wide Goal: *County Resources*

1173

► **Objective:** By the end of 2018, conduct 100% of probation operations with the appropriate space, equipment, furnishings and parking.

→ **Measure:** Percent of probation operations conducted with appropriate space, equipment, furnishing and parking.

▷ **Strategy:**

7173

Management will seek out and acquire the necessary space, equipment, furnishings and parking by 6/30/2018, to carry out 100% of probation operations.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
10%	40%	60%	80%	100%

ADULT PROBATION

Administrative Services

County-wide Goal: *Community Health, Safety and Well-being*

1174

► **Objective:** To upgrade 100% of officer safety equipment available by the end of 2018.

→ **Measure:** Percentage of officer equipment upgraded.

▷ **Strategy:**

7174

Seek out and acquire officer safety equipment for all probation staff by 6/30/2018, which complies with safety standards.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
5%	40%	60%	80%	100%

Court Services

⇒ **Departmental Goal:** To improve the efficiency of probation staff collecting defendants' court payments.

County-wide Goal: *County Resources*

1175

► **Objective:** By the end of 2018, increase the percent of staff with access to defendants' court payment information to 100%.

→ **Measure:** Percent of probation staff with access to defendants' court payment information.

▷ **Strategy:**

7175

By 6/30/2018, 1) seek out and acquire equipment and software and 2) implement procedures, which will increase all probation staff's access to defendants' court payment information.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
10%	40%	60%	80%	100%

ADULT PROBATION

Information/Technology Services

- ⇒ **Departmental Goal:** To improve the efficiency of probation staff's delivery of court ordered reports to relevant parties in compliance to court standards.

County-wide Goal: *County Resources*

1176

- **Objective:** By the end of 2018, increase the percent of staff with equipment, software and programs necessary to distribute court ordered reports in compliance with court standards to 100%.
- **Measure:** The percentage of probation staff that have the equipment, software and the programs necessary to distribute court ordered reports.

▷ **Strategy:**

7176

By 6/30/2018, provide the upgraded equipment, software, and programs necessary for all probation staff to distribute court ordered reports to relevant parties in compliance with court standards.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
25%	40%	60%	80%	100%

Probation Services

- ⇒ **Departmental Goal:** To reduce recidivism by offenders in the criminal justice system.

County-wide Goal: *Community Health, Safety and Well-being*

1186

- **Objective:** Increase percentage of defendants who remain in or complete the Drug Court Program to 86% by the end of 2018.
- **Measure:** Percentage of defendants who remain in or complete the Drug Court Program.

▷ **Strategy:**

7186

By 6/30/2018, probation staff will utilize evidence-based practices, cognitive-based treatment programs and supervision to increase the percentage of defendants remaining in or completing the Drug Court Program.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
85%	83%	84%	85%	86%

ADULT PROBATION

Probation Services

County-wide Goal: *Community Health, Safety and Well-being*

1185

- **Objective:** Increase the percentage of defendants remaining in or completing probation supervision in a problem solving court to 48% by the end of 2018.
- **Measure:** Percentage of probationers successfully remaining in or completing probation supervision in a problem solving court.

► **Strategy:**

7185

By 6/30/2018, probation staff will utilize evidence-based practices, cognitive-based treatment programs and supervision to increase the percentage of defendants remaining in or completing probation supervision under a problem solving court.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
75%	42%	44%	46%	48%

County-wide Goal: *Community Health, Safety and Well-being*

1179

- **Objective:** Increase the percentage of Standard and Intensive Probationers who successfully complete probation to 78% and 57%, respectively by the end of 2018.
- **Measure:** Percentage of Standard and Intensive Probationers successfully completing probation.

► **Strategy:**

7179

By 6/30/2018, probation staff will utilize evidence-based practices, cognitive-based treatment programs and supervision to increase the percentage of defendants completing probation.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
75%, 41% respectively	72%, 51% respectively	74%, 53% respectively	76%, 55% respectively	78%, 57% respectively

ADULT PROBATION

Treatment Services

⇒ **Departmental Goal:** To reduce recidivism by offenders in the criminal justice system.

County-wide Goal: *Community Health, Safety and Well-being*

1187

► **Objective:** By the end of 2018, increase the number of probation staff who are trained facilitators to ten (10).

→ **Measure:** Number of probation staff trained to facilitate in house cognitive-based treatment programs to defendants.

▷ **Strategy:**

7187

By 6/30/2018, ten additional probation staff will be trained to facilitate in-house cognitive-based treatment programs for defendants.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
11	11	11	11	11